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Update to the Durable Medical Equipment and Supplies, Appendix B Update

Last Updated: 03/10/2022

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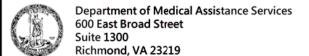
Update to the Durable Medical Equipment and Supplies, Appendix B Update

The purpose of this memorandum is to highlight changes and additions the Department of Medical Assistance Services (DMAS) made to several sections of Appendix B in the "Durable Medical Equipment and Supplies Listing" of the <u>Durable Medical Equipment and Supplies Manual</u>. Please refer to each section of the Appendix B for changes to that section. All changes are noted in **BOLD** with effective dates noted at the bottom of each appendix. The start date of the Appendix B update is effective 1/01/2022. Claims submitted prior to the date of this memo for service dates back to 1/01/2022 will be reprocessed, however, this will take additional time this year because of the ongoing Medicaid Enterprise Solutions (MES) project implementation activities https://vamedicaid.dmas.virginia.gov/.

Reimbursement coding guidance can be found by using a variety of sources including the DME classification site, which is designed to assist providers with DME coding. Providers can search by different criteria and by brand name. The website can be accessed at https://www.dmepdac.com/.

Please note: Appendix B of the Durable Medical Equipment (DME) and Supplies Provider Manual has been updated and is now available on the DMAS website (www.dmas.virgnia.gov). All competitive bid rates are highlighted in blue.

PROVIDER CONTACT INFORMATION & RESOURCES	
Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	www.virginiamedicaid.dmas.virginia.gov
Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
KEPRO Service authorization information for fee-for-service members.	https://dmas.kepro.com/



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Provider Appeals

DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.

https://www.dmas.virginia.gov/appeals/

Managed Care Programs

Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals

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Medallion 4.0	http://www.dmas.virginia.gov/#/med4	
CCC Plus	http://www.dmas.virginia.gov/#/cccplus	
PACE	http://www.dmas.virginia.gov/#/longtermprograms	
Magellan Behavioral Health	www.MagellanHealth.com/Provider	
Behavioral Health Services	For credentialing and behavioral health service	
Administrator, check eligibility,	<u>information, visit:</u>	
claim status, service limits, and	www.magellanofvirginia.com, email:	
service authorizations for fee-for-	<u>VAProviderQuestions@MagellanHealth.com,or</u>	
service members.	Call: 1-800-424-4046	
Provider HELPLINE		
Monday-Friday 8:00 a.m5:00	1-804-786-6273	
p.m. For provider use only, have	1-800-552-8627	
Medicaid Provider ID Number	1 000 002 0027	
available.		
Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia	
	1-800-279-1878	
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid	
	1-800-901-0020	
Molina Complete Care	1-800-424-4524 (CCC+)	
	1-800-424-4518 (M4)	
Optima Family Care	1-800-881-2166 www.optimahealth.com/medicaid	
United Healthcare	www.Uhccommunityplan.com/VA	
	and <u>www.myuhc.com/communityplan</u>	
	1-844-752-9434, TTY 711	
Virginia Premier	1-800-727-7536 (TTY: 711), <u>www.virginiapremier.com</u>	